
Managed
Services

A photograph of three diverse professionals (two women and one man) sitting around a table in a meeting. They are looking at a laptop and a smartphone. The image is overlaid with a large green diagonal shape that contains the text.

DELIVERING VALUE
THROUGH PROFESSIONAL
SERVICES AND SOLUTIONS

About Us

Red Snapper Managed Services provides outsource, out-tasking and advisory services to the public safety sector.

Our cost-efficient solutions have been developed to manage the responsibilities and functions from our client's workflow; either in-full or on a task-by-task basis, to provide a high-quality outcome within an agreed timescale and cost.

Our team continuously monitor the current and emerging business needs of our clients to ensure that our on-call capacity matches the requirements of each sector; this allows us to deploy our services at both volume and speed.



How We Work



Our Services

Service Guarantee



Local Team



Remote Support



Surge Capacity



Cost Per UOW

Service Features

- Complete Project Management and Support
- Dedicated Quality Assurance and Audit Team
- Specialist Training and CPD
- Ongoing Competency Assessments
- Performance Management
- Vetted by Independent Authority
- Bespoke Information and Performance Reports
- Digital Equipment with Latest Technology

RSMS For Law Enforcement

We provide a range of specialist services and solutions to police forces across the UK by increasing force capacity and capability, providing impartiality, and improving performance. As a trusted partner for the police, our services can assist with investigation, review, analysis, and performance improvement, tailored to support the ever-changing demands and challenges of police forces.



Investigation Support



CCTV Review & Retrieval



Case File Support



Review & Analysis



Safeguarding



Digital Forensics



Investigation Support

With our investigation support service, we deploy pre-vetted, specialist, and experienced police investigators to support police forces across the UK. These teams support a part, and in limited circumstances all, of the responsibilities and functions from our client's investigations providing:

- Increased capacity and capability
- Reduced workload
- High quality outcomes
- Increased victim reassurance
- Increased morale across the workforce.

The investigative teams support with:

- Identifying victims, informants and witnesses
- Retrieving and viewing CCTV
- Obtaining evidential statements
- Conducting house to house enquiries
- Gathering appropriate evidence through various lines of enquiry



Case File Support

RSMS Case File Support Team of highly skilled and experienced specialists are available to support on current and live case files.

Our teams prepare, review and redact case files due to be presented to the Crown Prosecution Service (CPS).

They provide information, advice, and guidance to help improve the approach and outcomes of the investigations. In addition, cases are reviewed to understand if there are critical gaps or additional actions recommended to the OICs.

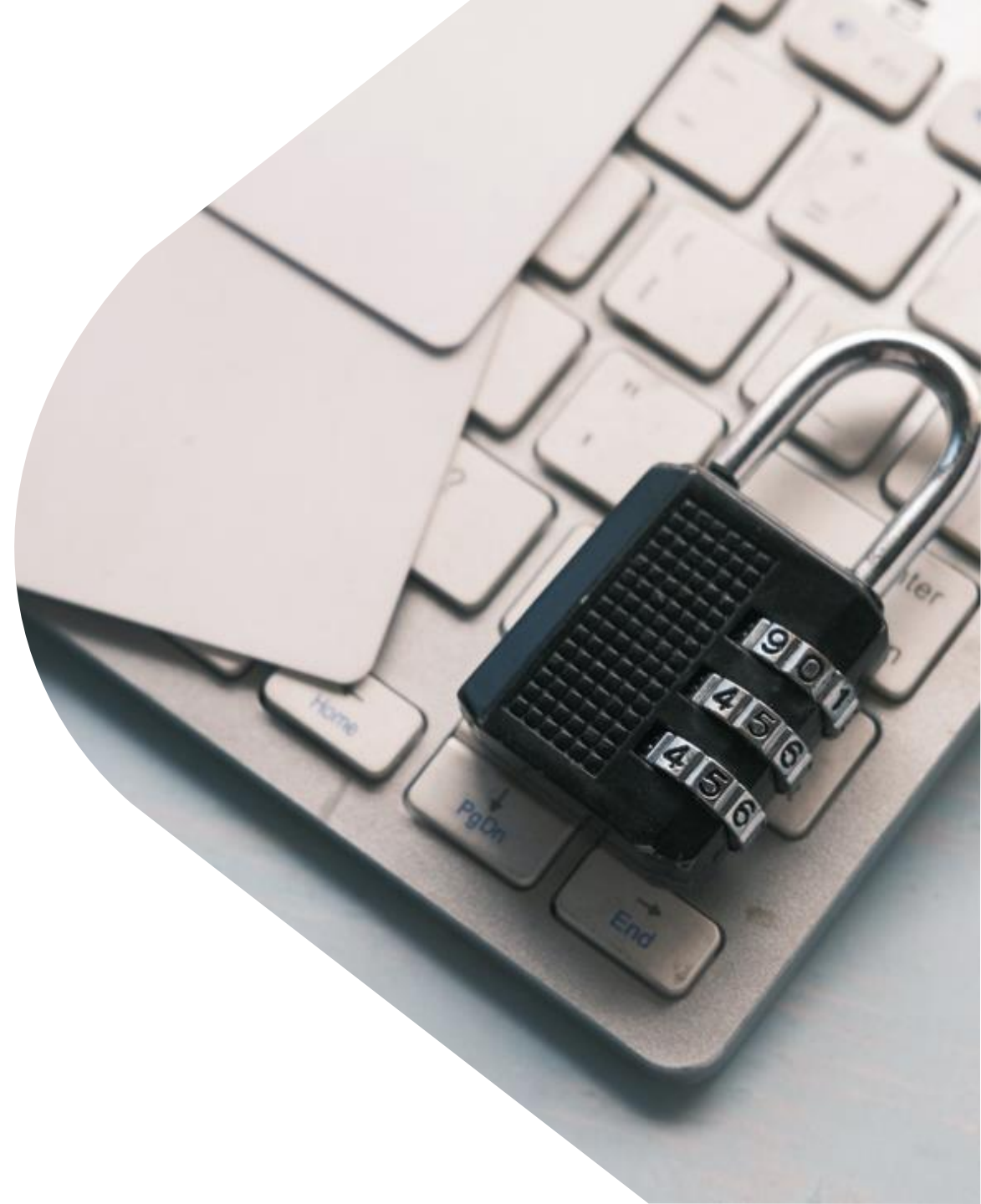


Safeguarding

RSMS understands the importance of achieving and maintaining excellent standards of safeguarding and offers a wide range of independent services, providing police forces, sporting bodies, religious institutions, fire and rescue services, and local authorities alike with expert and fully-managed consultancy support.

Our team can support your organisation on a short, medium, or long-term basis. We pride ourselves on being flexible and adapting our services to meet client needs, budgets, and time-scales.

RSMS deploys teams of experienced and thoughtfully selected consultants to assist with Safeguarding Adult Reviews (SARs), Child Safeguarding Practice Reviews, Safeguarding Improvement Services, Independent Investigations, Safeguarding Strategy Creation and Implementation, and much more.



CCTV Review & Retrieval

RSMS CCTV Retrieval and Review Teams of trained and accredited investigators are deployed to support with complex and non-complex CCTV retrieval and viewing across major crime and volume crime.

Our teams are able to deploy within 24 hours to ensure no video evidence is lost, tracking, tracing, identifying, collating, retrieving, and reviewing CCTV footage and material supporting investigations. With the latest guidance for CCTV retrieval now released, our teams are also deployed with the UK's first and only bespoke qualification – SFJ lvl3 in CCTV Investigation and Retrieval – designed and delivered in-house by our specialist investigative training division.

In addition to retrieval, we also deploy dedicated CCTV review teams to review video content in support of an enquiry.



Review & Analysis

Intelligence Analysis

RSMS Intelligence Teams are able to create an intelligence profile on specific incidents including key factors such as risk, harm, and threat. In addition, extensive intelligence can be developed on persons of interest, addresses, vehicles, networks, associations etc, by using up to date intelligence software and skillsets.

Independent Reviews

RSMS are deployed to identify current threats, issues and challenges to historic and current investigations and establish if further evidence can be identified / secured to understand if lessons can be learnt to prevent similar incidents happening in the future. We are able to identify issues or gaps and provide advice, support and guidance to proactive and reactive investigations.



Digital Forensics

RSMS DF Support Team of trained DFU Technicians and Kiosk Operators can be deployed to forces which have a high demand in their mobile device evidence retrieval. We provide an innovative support service to help meet these demands that is fit for the evolving demand in today's challenges.

Our teams are trained in the relevant core skills for data recovery, analysis, and operating Kiosks. They undergo a continual competency assessment, CPD, and it is mandatory for each practitioner to pass a number of training courses to comply with best practice under the Forensic Science Regulator (FSR) codes of practice V7.

The service is tailored to fit the needs of our blue light clients as well as being effective and efficient in terms of cost, quality, and speed.



RSMS For Regulatory

We deliver a wide range of solutions and services to the regulatory sector to support with demand, skills, and experience which contributes towards continuous improvement and high quality outcomes. Delivering our services through a statement of work, we report on key deliverables, quality, milestones, and budget throughout the project duration. We pride ourselves on not just being a service provider but also a partner who shares the risk and delivers high quality outcomes with efficient and effective methodologies.



Independent Review



Case Review



Community Protection



Surveillance



Investigation Support



Performance Review



Safeguarding



Complaints



Independent Review

RSMS conduct independent reviews conforming to impartiality. Reviews range from internal standards and conduct of staff, financial investigations, performance, review incidents which have taken place to enable lessons learned or self-refer to council or legal bodies. Our highly trained and experienced consultants conduct a thorough review and capture all relevant information required which is set out in the terms of reference.

The reviews contribute towards positive improvement across the organisation.



Community Protection

RSMS deploy overt, high visibility Community Safety Officers, Marshals and Wardens to local authorities across the UK to provide community protection and safeguarding. This includes community engagement, welfare visits, ASB response, intelligence gathering on drug usage, abandoned vehicles, graffiti, fly-tipping and other community based activities. We work in close partnership with multi-agencies and provide enhanced safeguarding support through projects such as violence against women and girls (VAWG) and other activities involving protection of vulnerable persons.

The service provides detailed management information and intelligence which is shared with the authorities to enable a dedicated and committed focus on areas needed for improvement and attention.

Our smart, high visibility uniform reassures the community.



Case Review

RSMS delivers independent case reviews and are commissioned to undertake serious case reviews (SCR), child safeguarding review (CSR), domestic homicide reviews (DHR) and similar cases. We review a sensitive current or historic case and establish if further evidence can be identified / secured and/or to understand if lessons can be learnt to prevent similar incidents happening in the future.

Our Independent experts carefully review the case and provide a comprehensive and detailed report showing the findings following the review. We adhere to strict Terms of Reference (TOR), understand the circumstances relating to the incident, carefully review of investigation/cases, understand intelligence collated and how it was used/disseminated, produce a comprehensive report based on the detailed review and identify lessons learned and recommendations for future investigative processes, where required.



Surveillance

We provide expert surveillance to support investigations. We have a range of surveillance services which include static, follow and online surveillance. Our specialist teams use the latest surveillance equipment to gather the highest quality evidential material which can be used to prove or disprove potential perpetrators. The service includes high-spec equipment such as on-person covert radios, cameras in addition to static audio and visual equipment which blends into the every day to day environment.

We deploy individuals plus equipment or teams deployed to fixed locations and/or mobile units by foot and vehicle. We have the latest technology to conduct online surveillance and purchases through covert methods to successfully carry out test purchases and other activities for evidential retrieval.

Our clients use this service to gather evidence on perpetrators who have committed criminal and civil offences. We conform to industry best practice and legislation such as RIPA.



Performance Review

RSMS provides performance reviews and provide recommendations to maximise business process, procedures and standards. We independently inspect and review specific business areas set by our clients prior to a large regulatory inspection or to test the efficacy through our robust techniques and quality assurance management systems.

We specifically identify current threats, issues and challenges to historic and current investigations where the public, vulnerable persons may be at high risk of harm and review how victims are supported. Identify issues or gaps within the investigation and to provide best practice principles.

Our specific areas of performance review is: safeguarding, complaints, case file quality, victim and witness satisfaction, equality, diversity and inclusivity to name a few.

Performance reviews are conducted on clients site and remotely. On completion, a comprehensive report is provided which includes any recommendations, advice and guidance for continuous improvement.



Complaints

We provide independent service to conduct complaints management, review and investigations. This is a flexible service which can be engaged on a daily basis or to manage an end to end project to support volume cases or in-depth singular cases. Our highly experienced complaints consultants are available to work anywhere in the UK and internationally. The teams are qualified and experienced practitioners with extensive techniques to review and investigation basic to complex complaints and conduct sensitive investigations. We can implement a dedicated complaints service which encompasses an email and phone line for complainants to submit their complaint which is managed by RSMS. Full management information and reporting is provided to our clients which shows number of complaints, themes, response and recommendations.



RSMS For Commercial

RSMS assists Central and Local Government, Regulatory Bodies and Criminal Justice Agencies by providing investigation, enforcement, offender intervention and community safety services. Our cost efficient solutions have been developed to manage the responsibilities and functions from our client's workflow; either in-full or on a task-by-task basis, to provide a high quality outcome within an agreed timescale and cost. Our team continuously monitor the current and emerging business needs of our clients to ensure that our on-call capacity matches the requirements of each sector; this allows us to deploy our services at both speed and volume.



Investigation Support



Red Teams



Complaints



Policy Review



Surveillance



Red Teams

Red Teams assess the strength of the effectiveness of existing controls and security across various sites. Our teams test the vulnerability through various techniques in trying to gain access to a secured site. This test the strength and capabilities of the overall security inclusive of vulnerabilities and real-time vulnerabilities. We provide in-depth reports based on findings and any suggestions or recommendations where required.

Having a strong security control over premises is extremely important to protect internal or external threats through loss of data or exploitation of organisation information.



Policy Review

Our policy review specialists review policies to ensure it is valid, relevant, effective and conforms to legislation. Policies are in place to protect the organisation and to deliver best practice and standards. We specialise in reviewing policies due to the frequent change in process and law. We conduct in-depth policy review to ensure the organisation is compliant with industry standards but also protects the organisation and its employees or customers complying with UK and EU standards. We conduct extensive safeguarding, equality, diversity and inclusivity, complaints and investigations policies.



RSMS For Safeguarding

Red Snapper Managed Services understands the importance of achieving and maintaining excellent standards of safeguarding, and offers a wide range of independent safeguarding services providing police forces, sporting bodies, religious institutions, fire and rescue services, and local authorities alike with expert and fully-managed consultancy support.



Investigation Support



Performance Review



Policy & Strategy Review



Case Management & Support



Policy & Strategy Review

Our policy review specialists review policies to ensure it is valid, relevant, effective and conforms to legislation. Policies are in place to protect the organisation and to deliver best practice and standards. We specialise in reviewing policies due to the frequent change in process and law. We conduct in-depth policy review to ensure the organisation is compliant with industry standards but also protects the organisation and its employees or customers complying with UK and EU standards. We conduct extensive safeguarding, equality, diversity and inclusivity, complaints and investigations policies.



Case Management & Support

RSMS delivers independent case management & support to undertake serious case reviews (SCR), child safeguarding review (CSR), domestic homicide reviews (DHR) and similar cases. We review a sensitive current or historic case and establish if further evidence can be identified / secured and/or to understand if lessons can be learnt to prevent similar incidents happening in the future.

Our Independent experts carefully review the case and provide a comprehensive and detailed report showing the findings following the review. We adhere to strict Terms of Reference (TOR), understand the circumstances relating to the incident, carefully review of investigation/cases, understand intelligence collated and how it was used/disseminated, produce a comprehensive report based on the detailed review and identify lessons learned and recommendations for future investigative processes, where required.



RSMS For EDI

Red Snapper Managed Services appreciates the importance of Equality, Diversity and Inclusion (EDI) within every organisation and we strive to provide high-quality and fully-managed consultancy services to ensure EDI standards are met and exceeded. Our clients rely on us for the highest-quality EDI Policy and Strategy reviews, Discrimination Investigations, Discrimination Complaints Management and more.



Complaints



Improvement



RSMS For Reviews

Red Snapper Managed Services recognises that complex and sensitive reviews require bespoke models so our review services are designed to understand why the incident(s) occurred, extrapolate key information, and provide a full and comprehensive report that details findings and recommends actions.



Case Review



Policy & Strategy Review



Performance Review



Complaints



Our Service



12,301

Hours of CCTV reviewed



168

Projects completed



17,000+

Consultancy days



1,372

Statements taken



989

Test purchasing visits



11,696+

Hours of community safety



Our Clients



Accreditations & Certifications



Customer feedback

"RSMS has been an important part of the front line response to support the city and its communities through what has been an unprecedented situation (COVID-19). We have been very pleased with the numbers of premises visited over four months and [their] work has helped businesses to continue operating safely during a difficult period and has been a vital part of efforts to reduce the rates of transmission."

Regulatory Services Manager
Portsmouth City Council



From agreeing the terms of reference for deployment, through to the debrief at conclusion, I found Red Snapper to be professional, informed and effective in delivering an investigative service. The officers deployed provided high quality work and represented West Midlands Police to an equally high standard."

Paul Drover

Detective Chief Superintendent,
West Midlands Police





London
Birmingham
Manchester

Thank You

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